

# Product Support Bulletin

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**SUBJECT:** MS Windows 3.x Stylus 400/800+/Color Printer Driver problems using the ActionNote 650 Series NoteBook Computer

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This bulletin provides additional information to allow printer driver ver 1.03E for the Stylus 400, 800+ and Color printers to complete the installation process when connected to Epson ActionNote 650 Series computers in the Windows 3.x environment.

When attempting to install the 1.03E printer driver the following warning message appears:

**"This driver cannot be updated because it is currently being used by windows.  
Wait until Windows is finished using the driver, and then try again."**

This is caused by a conflict with the Chips & Technologies 65540, 256 color video driver and the printer installation process. The following steps will help complete the installation:

1. Exit Windows to the DOS prompt, **C:\>**.
2. Change directories to Windows (Type **CD\Windows** ) Hit ENTER.
3. At the **C:\Windows** prompt type **SETUP** and Hit ENTER.
4. After the **SETUP** screen appears, with the UP and DOWN arrows select the **DISPLAY** line. Hit ENTER
5. A BOX will appear near the bottom of the screen containing video drivers. With the DOWN ARROW key, move through the drivers and find either a **CHIPS 65540 16 color** driver or select the **Windows VGA** driver. Hit ENTER. Hit ENTER two more times to exit **SETUP**.
6. Type **WIN** to load Windows. In the **MAIN** program group find **CONTROL PANEL** and double click. In **CONTROL PANEL** find **PRINTERS** and double click. Continue with the printer installation.
7. After completing the installation, follow steps 1 through 4 to change back to the **Chips 65540 256 color** driver you wish to use.

8. Re-start Windows and go to the **MAIN** program group, open **FILE MANAGER**. From the **C:\WINDOWS\SYSTEM** subdirectory, run **EPSPLMGR.EXE** by double clicking on the file name. This will load the **Epson Spool Manager**.
9. From the **Spool Manager** screen, select the **QUEUE** "pull down" menu, then select **SETUP**.
10. From the **SETUP** screen, enable the **Print Manager** by selecting this option.
11. **Close the Spool Manager** and exit **File Manager**. The installation is complete.

\* Steps 7 through 10 are required when the parallel port is set to BI-DIRECTIONAL in SETUP.

If the parallel port is set to NORMAL, steps 7 through 10 are not required

The latest version , v1.04, of the Stylus Printer Driver, is available on the Epson RBBS as file name STY104.EXE which resolves the above issues.